

MARICOPA COUNTY ANIMAL CARE AND CONTROL

Annual Report
July 2008 — June 2009



*Making a Difference
in Our Community*

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*Our mission is to promote and protect the health, safety and
welfare of people and pets in Maricopa County.*

WWW.PETS.MARICOPA.GOV

July 2008 — June 2009

FROM THE DIRECTOR

Fiscal year 2009 dealt us a very tough hand. The difficult economic times and housing problems we all experienced taxed our limited resources very close to the breaking point. However, MCACC's staff and volunteers rose to the challenge and responded to the needs of the community providing services and saving more lives.

Maricopa County Animal Care and Control (MCACC) was a victim of its own success. The community now sees us as "the main life-saving" organization in the Valley. As a result, we experienced a 2% increase in animal intake, providing shelter to over 57,000 animals. MCACC is saving more animals. Adoptions increased by 24% and transfers to other organizations through our New Hope program increased by 21%. As a result, euthanasia was reduced by 7%.

Although this was a great step in the right direction, we have a long way to go in our efforts to end the euthanasia of adoptable pets. Approximately 10,000 treatable animals were euthanized last year. Treatable animals are the focus of our current and future life-saving efforts. Our commitment to end euthanasia of adoptable pets by 2012 is unwavering. Every year, we get closer to the goal.

Thanks to the generosity of Friends of Animal Care and Control (FACC's) and their donors, the Maricopa County Spay Neuter Assistance Program (MC SNAP) continued to provide no-cost surgeries to needy pets. Last year, more than 20,000 surgeries were performed under this program, making it the most successful of its kind in the country. Veterinary partner clinics grew by 66% to a total of 50 that are accepting the MC SNAP vouchers.

The Uno por Uno (Spanish for "one by one") program matured from a once-a-year campaign to a year-round ongoing effort to bring services to underserved areas of the Valley. Through Uno por Uno, MCACC conducted 58 clinics which provided free rabies vaccinations to more than 5,000 pets, 46 microchips and over 464 spay and neuter surgeries.

We have continued to increase service to the community. Last year, Fort McDowell Yavapai Nation, San Lucy District of the Tohono O'odham Nation, Salt River Pima Maricopa Indian Community, the Town of Buckeye and the City of Tolleson entered contracts for services with MCACC.

A few years ago, it would have been hard to believe that a government agency would be spearheading the efforts to end pet homelessness. Our motto "What can I do to help this animal, this person, right here, right now?" has guided MCACC to be a leader in making a difference for pets and their owners in Maricopa County and statewide. MCACC's tremendous success is only possible thanks to the help from our partners and the generosity of our donors. I want to take this opportunity to express my heartfelt gratitude for your continuous support. We could not do it without you!

I would be negligent if I didn't make a special mention of FACC's. Our FACC's friends donated over \$1.3 million in support of many of our programs. Their commitment to the fight against euthanasia is a source of inspiration.



SHELTER SERVICES

DOG & CAT INTAKE

MCACC took in 57,630 dogs and cats this year. That's an increase of 1,656 animals from the year before.

The shelter extended hours this year, allowing more opportunity for adoptions.



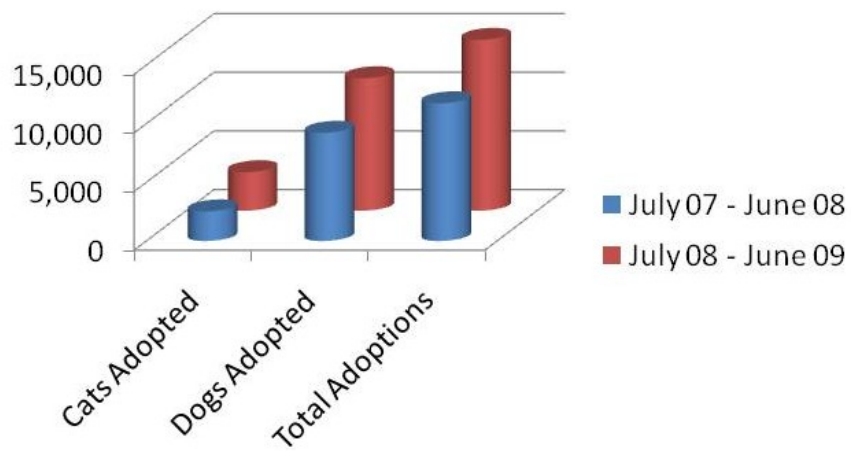
MCACC offers many services to the community:

- Adoptions
- Return to Owner
- Microchip
- Intake
- Vaccinations
- Licensing
- Quarantine
- Court Hold

SAVING LIVES

MCACC is well on our way to meeting our goal of zero euthanasia of healthy, treatable and manageable animals by 2012. No healthy animals were euthanized and 64% of the treatable and manageable animals were saved this year. MCACC had 14,568 adoptions, 5,165 animals returned to their owners, and 8,217 animals sent to rescue. MCACC saw 27,950 animals walk out our front doors after staying in our shelters.

ADOPTIONS



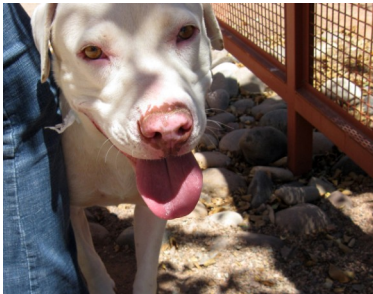
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SHELTER SERVICES OFF SITE ACTIVITIES

MCACC's Mobile Pet Adoptions Bus went out 213 times this year. Several adoption events were held each week at locations across the valley. The bus is a great way to bring adoptable animals needing homes directly to the community.



MCACC also has a wonderful partner in PETCO, who houses adoptable animals at some of their store locations.



Pit Bulls and Pit Bull mixes are 31% of our dog intake. The number has doubled over the last few years, and they are statistically the least likely to be adopted or rescued.

EUTHANASIA

MCACC's euthanasia numbers continue to go down. This year, 28,992 dogs and cats were euthanized; the majority of those were untreatable and unmanageable. The number is 7% lower compared to last year (even though our intake is higher) — another indication that we are truly saving more lives. Approximately 10,000 of the animals euthanized were treatable animals. While we put down 3,000 less treatable animals than the year before, our goal is for that number to be zero.



SHELTER SERVICES VETERINARY CARE



MCACC's clinic staff has been on a roll. They performed 13,355 spay and neuter surgeries this year, keeping up with the increased adoptions and need for pre-altered pets for the adoption bus.

Fully staffed in both clinics, they have also treated more than 2,000 sick and injured animals, effectively saving more lives.

The clinic has had more than 12 veterinarian interns and many veterinarian technician interns. What a great opportunity to teach and learn. Also, more than 16 veterinarians volunteered their clinic time.

SPECIAL CASES

With a complete, well-trained staff, the clinic was able to perform some interesting surgeries. A few dogs came in with deformed legs that needed to be amputated. There were dogs and cats that had eyes that needed to be surgically removed. Sadly, they clinic staff also saw a few severely burnt dogs, two of them puppies that needed weeks of treatment.



Tigger was born with a deformed leg



Snickers needed his eye removed

COMMUNITY OUTREACH

SPAY NEUTER ASSISTANCE PROGRAM

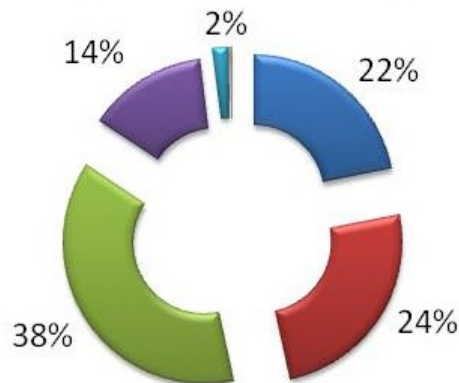
MCACC's Spay Neuter Assistance Program (MC SNAP) continues to be a success. Maricopa County residents fill out a simple application. If approved, they receive a voucher and a listing of participating veterinarians. They make an appointment with the veterinarian of choice from the list for the surgery. Once the surgery is performed, MCACC pays the veterinarian directly. What is amazing about this program is that it is run solely on donations.

Not only are County residents interested in MC SNAP, local veterinarians are too. There are 50 signed up to be partners and more waiting!

\$1,265,630 was spent on MC SNAP spay and neuter surgeries. All the money for the surgeries was from donations raised by Friends of Animal Care and Control, MCACC's 501 (c)3 non-profit partner.
The pet owner does not pay for the surgery.

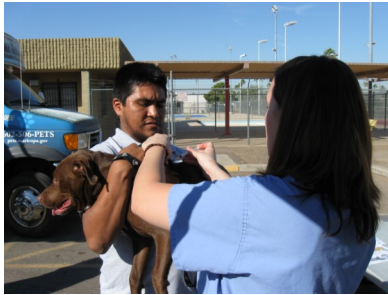
20,525 Surgeries

■ Male Dogs ■ Female Dogs ■ Cats
■ In-heat or preg. ■ Cryptorchid ■ Other



COMMUNITY OUTREACH

UNO POR UNO



Uno por Uno was started in 2007 at a culturally sensitive campaign addressing the needs of under-served neighborhoods in Maricopa County, serving families and their pets.

MCACC 's Uno por Uno program has taken it to the streets. Starting last November, the program visited more than eight different communities including Glendale, Phoenix, Tempe, El Mirage, Youngtown, Avondale, Aguila, and Wickenburg. The team spends time in each community educating about responsible pet ownership and laws. They also offer free rabies vaccination clinics and spay/neuter clinics. The spay/neuter clinics have been so successful, people arrive in the middle of the night to line up!

Uno por Uno Goals:

- Increase rabies vaccination compliance
- Increase license compliance
- Increase spay/neuter surgeries
- Reduce impounds
- Reduce bites
- Help eliminate the euthanasia of adoptable pets



Uno por Uno Numbers:

464 Surgeries

5,124 Vaccinations

1,307 Licenses sold

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FIELD ENFORCEMENT

The Field Enforcement Division's primary responsibility is the safety and health of the community, both two and four legged. Our Animal Control Officers have been busy with this task and have some positive results to show for their work.



This year, they removed 16 serious safety threats from the streets in the form of vicious dog convictions. While this can be a long and difficult process, it is vital to the overall well being of the community.

Over the past four years, animal bites to children have been reduced by over 16% on a per capita basis. This has been accomplished through a combination of giving high priority to dogs on or near school grounds and bus stops and education programs from our Community Outreach division.

CONTRACT SERVICES



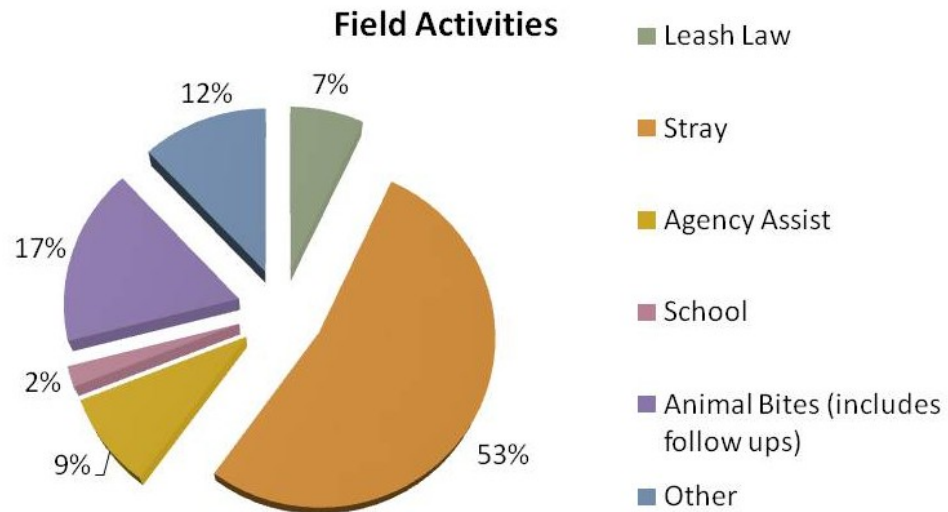
**MCACC's Field
Division Impounded
22,394 Dogs**

We have continued to increase service to the community. Fort McDowell Yavapai Nation, San Lucy District of the Tohono O'odham Nation, Salt River Pima Maricopa Indian Community, the Town of Buckeye and the City of Tolleson entered contracts for services with MCACC.

MCACC now works with 22 communities.



FIELD ENFORCEMENT



EMERGENCY PREPAREDNESS

MCACC has made it a priority to be prepared in the event of an emergency. We participated in the annual Palo Verde Nuclear Generating Station disaster exercise. Several FEMA evaluators commented that they had never seen animal organizations perform these duties as well as in Arizona.

We have trained scores of Citizen Corps volunteers to assist with pet evacuations and sheltering in the event of a disaster. MCACC also participated in FEMA's Subject Matter Expert panel to create a nationwide curriculum for training volunteers to assist during disasters. For the third straight year, our staff was asked to speak on the subject of animal disaster management at the Arizona Emergency Services Association annual conference.

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CALL CENTER

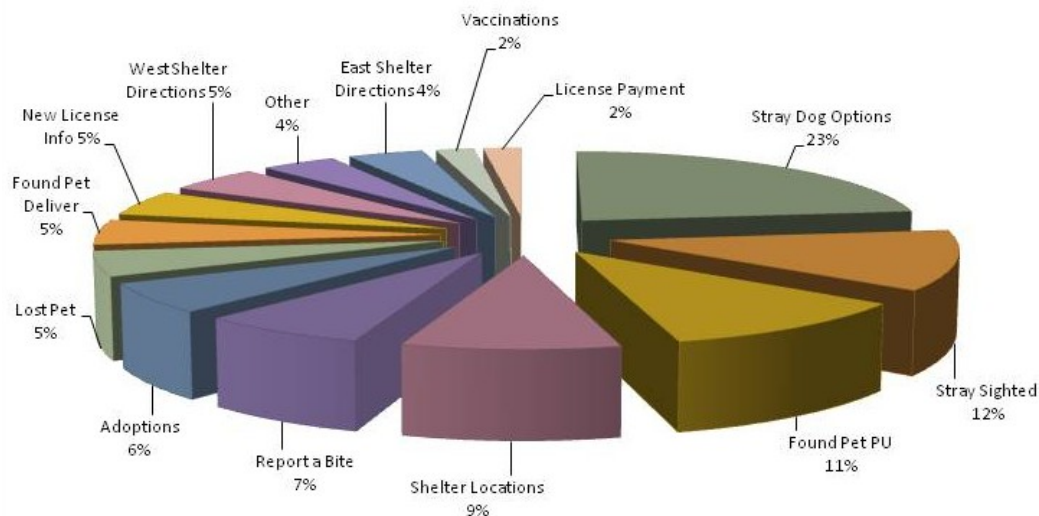
MCACC's Call Center received more than 450,000 calls this year. That is 20,000 more than last year.

Fifty percent of the callers used MCACC's automated system to resolve their issues. The remaining 260,230 were offered to our agents. 99.16% of the agent requested calls were handled.

The Call Center performance continues to improve as callers find answers to their questions using the automated system or talking with an agent.

The most frequent calls deal with loose dogs on the street and found pets.

TYPES OF CALLS RECEIVED



L I C E N S I N G



MCACC's Licensing mailed out over 768,000 dog license related materials. That is 250,000 more than the year before.

- 293,693 renewals
- 145,171 past due notices
- 3,404 final notices
- 326,132 failure to license notifications

FUTURE PLANS: The licensing division plans to expand their services next year. They will be holding licensing clinics out in the community. The team will be setting up in veterinary clinics around Maricopa County and selling dog licenses directly to the community.

35,615 tags were issued online – up 24,112 from last year. More than 10% of the total tags issued this year were from online purchases!



D O G L I C E N S E S I S S U E D

Altered Dog: 249,749 (73%)

Senior Altered Dog: 47,621 (14%)

Unaltered Dog: 43,384 (13%)

Total licenses – 340,754 (43,487 more than last year!)

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COMMUNITY RELATIONS SPREADING THE WORD

MCACC strives to help the community understand what we do and how they can help. With the production of a quarterly newsletter, bilingual comic books, quarterly TV program, and informational brochures, we are educating the community about responsible pet ownership. MCACC also does interviews to help the community learn about what is happening at MCACC and to inform them of safe and responsible pet ownership.



MCACC did over 300 TV and radio interviews. We were featured in more than 250 newspaper or magazine articles.

E V E N T S

MCACC takes part in many events during the year. Everything from large adoption events and home shows, to fundraising runs and concerts—anytime MCACC is out in the community is a time to educate about MCACC and its services. Some of the great events we took part in last year: Iguana Mack's Roadhouse Run; Woofstock; World Rabies Day; and Fetch on the Field.



COMMUNITY RELATIONS

MEDIA PETS

MCACC works hard to adopt as many animals as possible. One way we do this is by taking dogs and cats on television and radio as “Pets of the Week.” MCACC is grateful to its media partners who help to save lives:

- Channel 12 on Thursdays at 1:35 p.m. and Saturdays at 8:40 a.m.
- Channel 15 1st and 3rd Mondays from 9:00—10:00 a.m.
- KDKB 93.3 FM Fridays at 7:10 a.m.
- KOOL 94.5 FM last Tuesday of the month at 8:30 a.m.
- KTAR.com Pet Connect



**Over 250
animals were
media pets last
year.**



Highland High students learned about MCACC. They held a donation drive and collected 3600 pounds of food for the animals!

Last year, MCACC talked to many people about the shelter. We visited with more than 1,000 students, gave 400 people tours, participated in 4 fairs and spoke to 20 businesses. With topics ranging from Responsible pet ownership and dog bite safety, the community was well educated.

MCACC has joined the social media revolution!

Check out our videos on You Tube—

<http://www.youtube.com/MaricopaAnimalCare>

Follow us on Twitter— <http://twitter.com/MCACCaz1>

Become our Friend on Facebook—MCACC Friend

July 2008 – June 2009

VOLUNTEER



“Although I don’t expect to save the world, I can say that there are quite a few re-homed dogs and cats out there that benefited from my efforts.”

MCACC volunteer

OUR VOLUNTEERS

MCACC has over 450 volunteers who donate their time regularly. They help out in a variety of capacities – adoption counseling, providing much needed socialization and behavior enrichment for the dogs and cats, cleaning up after the dogs and cats, caring for the animals in our Veterinary Clinics, bathing and grooming the dogs and cats, providing clerical assistance, assisting at Spay/Neuter and Rabies Vaccination Clinics, doing fundraising and donation drives, fostering hundreds of animals, and much more!



MCACC’s volunteers help to save lives every day they help out!

To become a volunteer, call our volunteer coordinator at: (602) 506- 8133, or visit us online at : www.pets.maricopa.gov



VOLUNTEER



MCACC welcomes school groups for tours and special volunteer days. Recently, 60 first year law students from ASU's Sandra Day O'Connor College of Law volunteered at the shelter. They walked dogs and cuddled cats! More than 200 animals got attention that day!

FOSTER FAMILIES

MCACC's foster families help to save the lives of many of our animals. Foster families care for the sick and injured dogs and cats that come into the shelter needing only a little extra time to heal. They diligently bottle feed suckling kittens and puppies until they can eat on their own and are big enough to get adopted.



MCACC has 300 caring families that fostered more than 3,200 of the neediest animals this year, 24 hours a day, 7 days a week.

Becoming a foster family is easy. All you need to do is fill out an application and talk to our foster care coordinators. We will provide you with everything you need to care for the dog or cat. This includes food, bedding, medicine, etc. You just need to provide the love and care!

To become a foster family, call our foster care coordinators.

West: Duanne Wilster: (602) 372-1158

East Janet Aviles: (602) 506- 6279

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MCACC

MCACC's services reflect the delicate balance that exists between animal welfare and animal control. We strive to be proactive and offer programs to prevent problems before they occur.

It is our vision to reduce the dangers and nuisances caused by irresponsible pet ownership and to protect pets from abuse, neglect and homelessness.

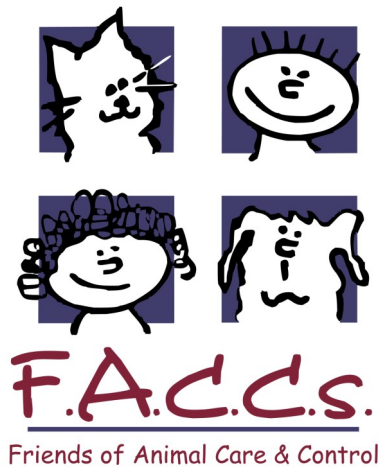
We accomplish this through transparency, accountability, professionalism, clarity, acting with a humane attitude, all through a safe approach.

FACCs

A very special thanks goes out to Friends of Animal Care and Control (FACCs).

FACC'S (MCACC's non-profit partner) works to end the euthanasia of animals by raising funds to support MCACC's Spay Neuter Assistance Program. The Hero Awards, their biggest fundraiser event, gives tribute to the hero animals of the community. The event includes an auction, dinner, and ceremony to raise money to support the spaying and neutering of dogs and cats in Maricopa County.

The 2008 Hero Awards raised \$105,000 to lower the pet overpopulation problem in Maricopa County.



Visit FACCs Thrift Store

12625 N. Cave Creek Rd.
Phoenix, AZ 85022

**A very special thank you goes out to all those that
donated to MCACC this past year! Your donations
help the animals in our care.**



Maricopa County Animal Care and Control

**2500 S. 27th Avenue
Phoenix, AZ 85009**

**2630 W. 8th Street
Mesa, AZ 85201**



Maricopa County
Animal Care and Control

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WWW.PETS.MARICOPA.GO**